Remote workers need connectivity tools.

**Challenge:** 54% of human resources (HR) leaders indicated that poor technology and/or infrastructure is the biggest barrier to effective remote working.³

**Solution:** Verizon offers a range of technologies to help maintain a connected, collaborative and secure remote workforce.

Reliable, secure and fast internet is crucial for a distributed workforce.

**Challenge:** 21 million Americans still lack broadband connectivity.³

**Solution:** Verizon provides flexible connectivity options, including devices, LTE Business Internet, Private IP and dedicated internet services for remote government workers.

Employees need to be connected to be effective.

**Challenge:** 54% of workers surveyed said maintaining relationships with their coworkers was just as important as their jobs.⁴

**Solution:** Verizon offers secure, cost-effective, solutions for web, voice and video conferencing through Cisco WebEx, including a FedRAMP-authorized version.

Agencies need solutions to be more efficient.

**Challenge:** In one week, the Department of Workforce Development’s Unemployment Insurance Division in Madison, Wisconsin, experienced a 6,208% increase in weekly call volume.⁵

**Solution:** The Virtual Contact Center (VCC) for Government helps deliver a personalized and efficient experience to both citizens and your workforce. Internet Protocol Contact Center (IPCC) voice integration adds home-based agent voice capabilities and One Talk allows employees to remotely engage with constituents in new ways.

Cyber risks continue to affect the public sector.

**Challenge:** The Public Administration section of the 2020 Verizon Data Breach Investigations Report (DBIR) registered a 61% of malware attacks were ransomware.⁶

**Solution:** Verizon Business Security Assessment allows government to prepare proactively rather than respond to the growing threat of ransomware.

Business continuity for government agencies

Citizens rely on government services, particularly in a time of crisis. When it's not possible to conduct "business as usual," agencies need a multifaceted plan to help enable 21.1 million employees across state, local and federal government to continue to deliver services remotely. Verizon can help.

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